

DPD Community Input for Strategic Planning

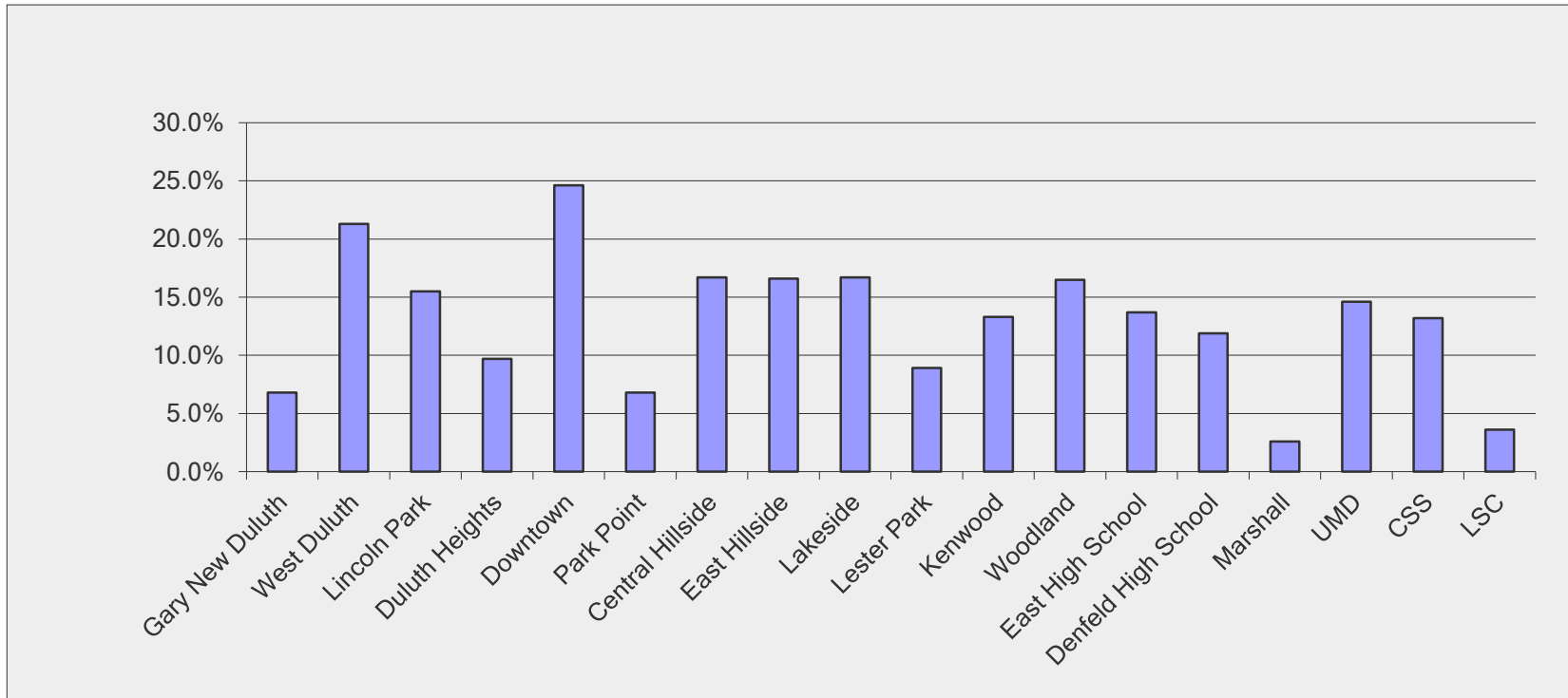
Survey Results

Oct-Nov 2016

Online Survey

- Ran from October 4th through November 20th
- Links published and promoted through:
 - Facebook
 - Press Release
 - Focus Groups
- 813 responses received
- Over 1000 comments received!

Communities Represented

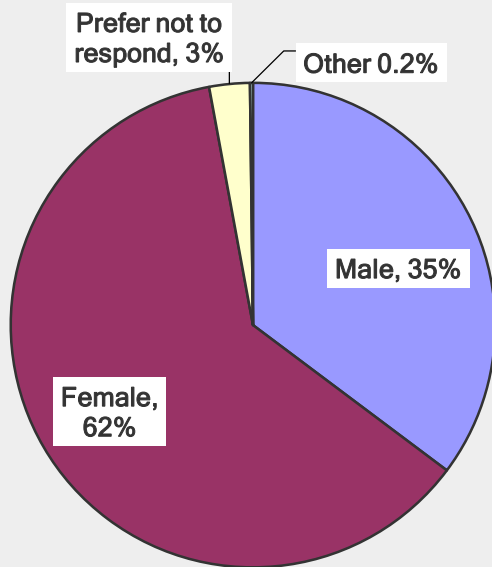


165 Others Listed – most were

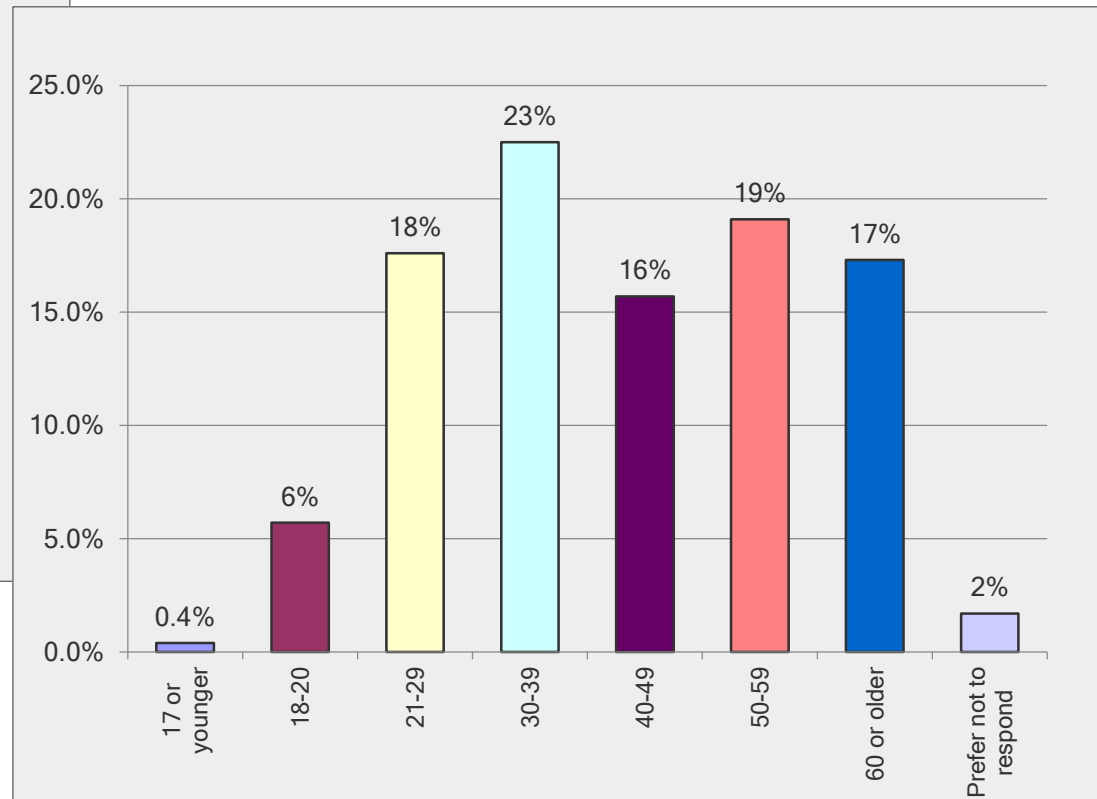
Piedmont	Morgan Park	Proctor/Spirit Mt.
Congdon	Canal Park	Endion
Chester Park	Observation Hill	Hunters Park

Demographics

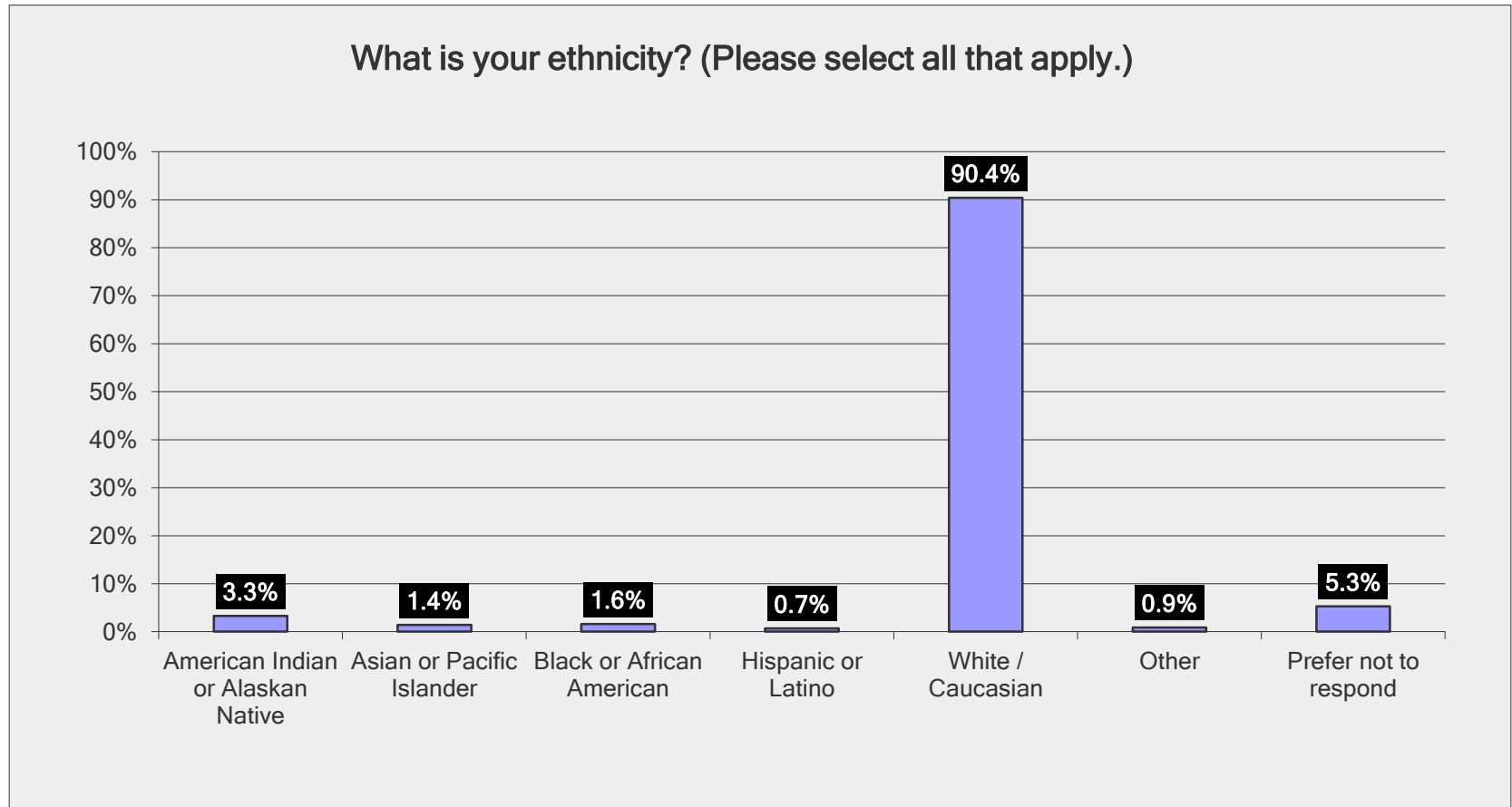
Gender



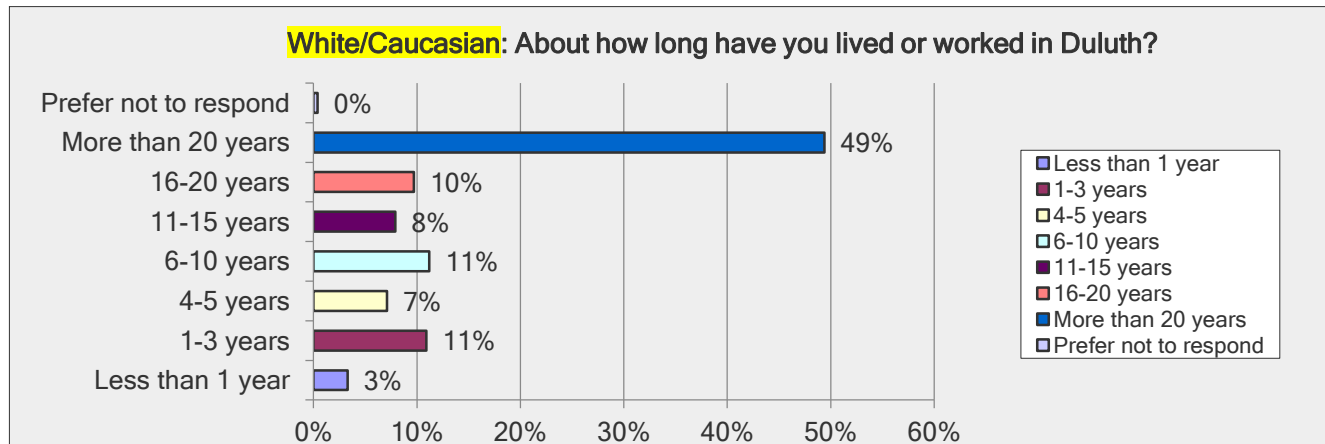
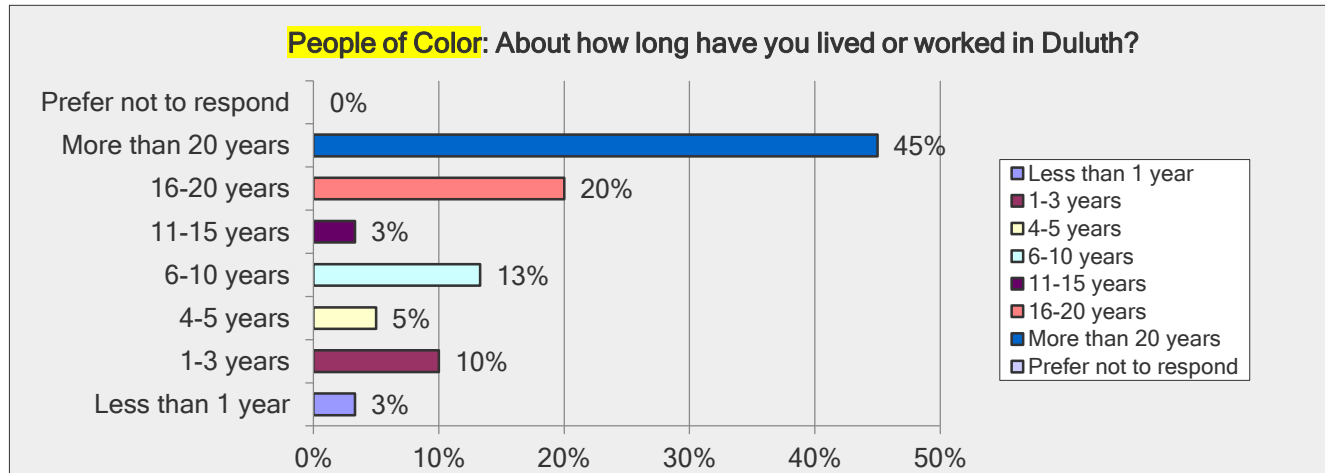
Age



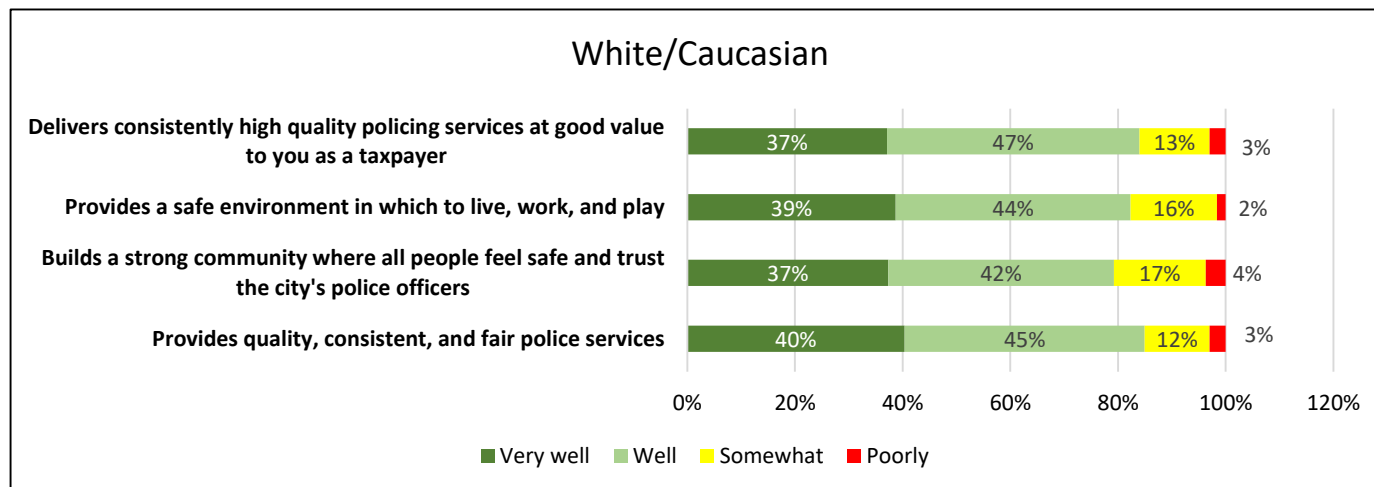
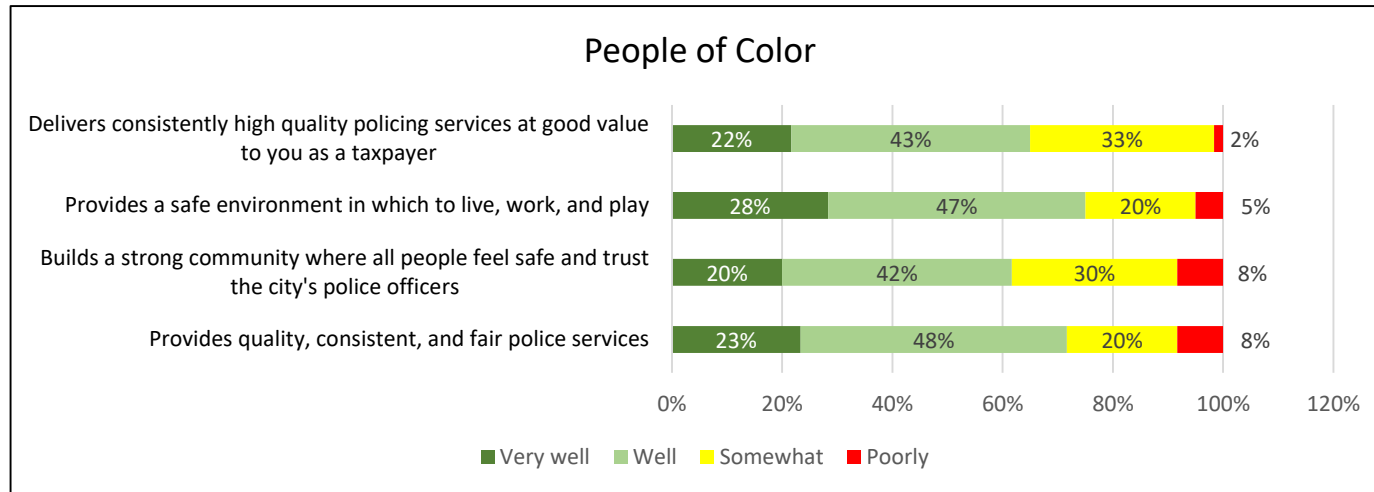
Demographics, con't



How Long in Duluth

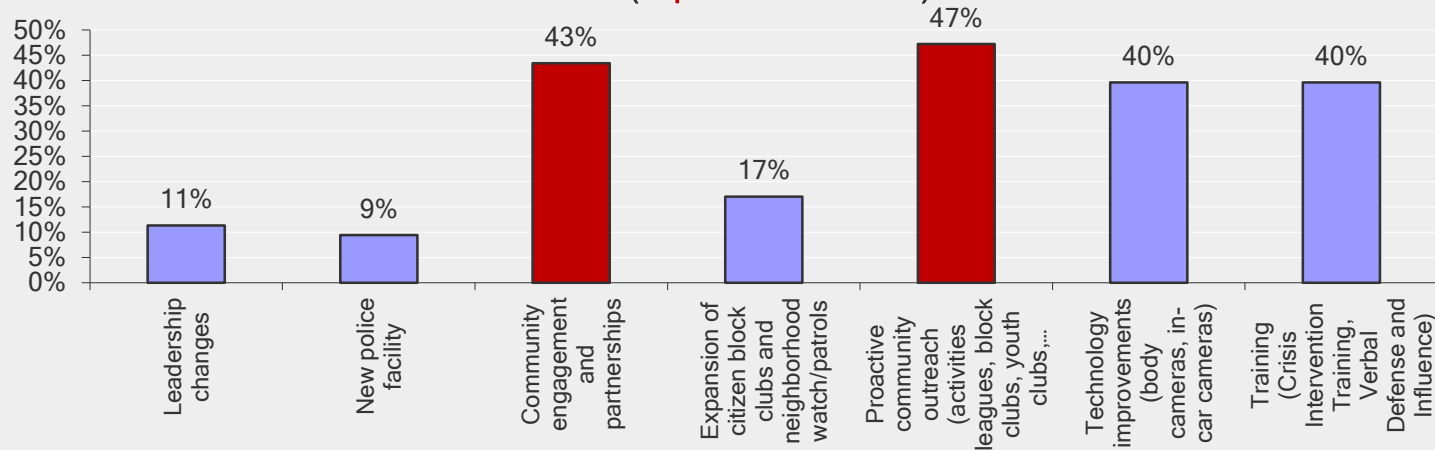


Service Rating

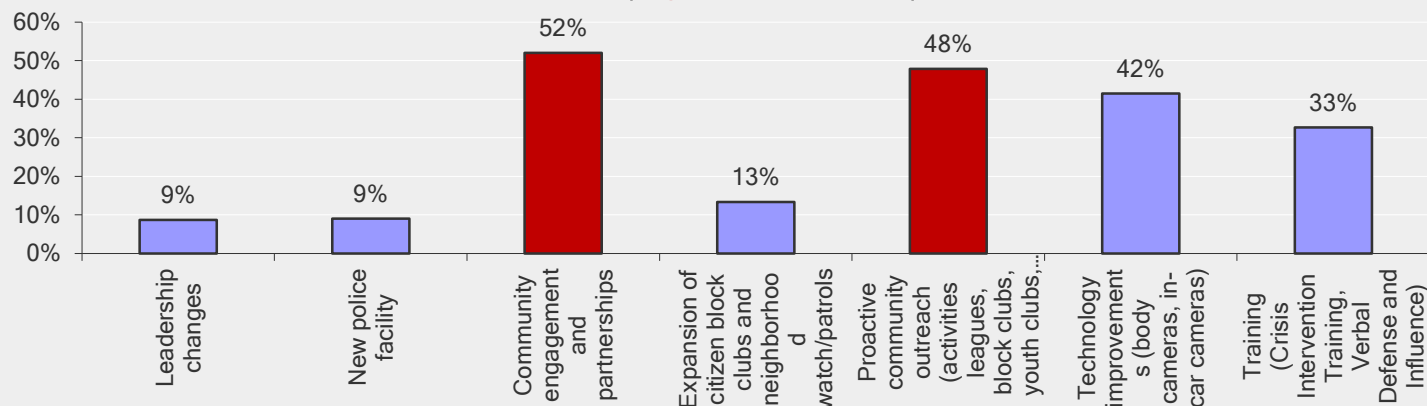


Biggest Improvements

People of Color: What changes in the last few years have improved the department's services the most? (Top 2 identified in red)

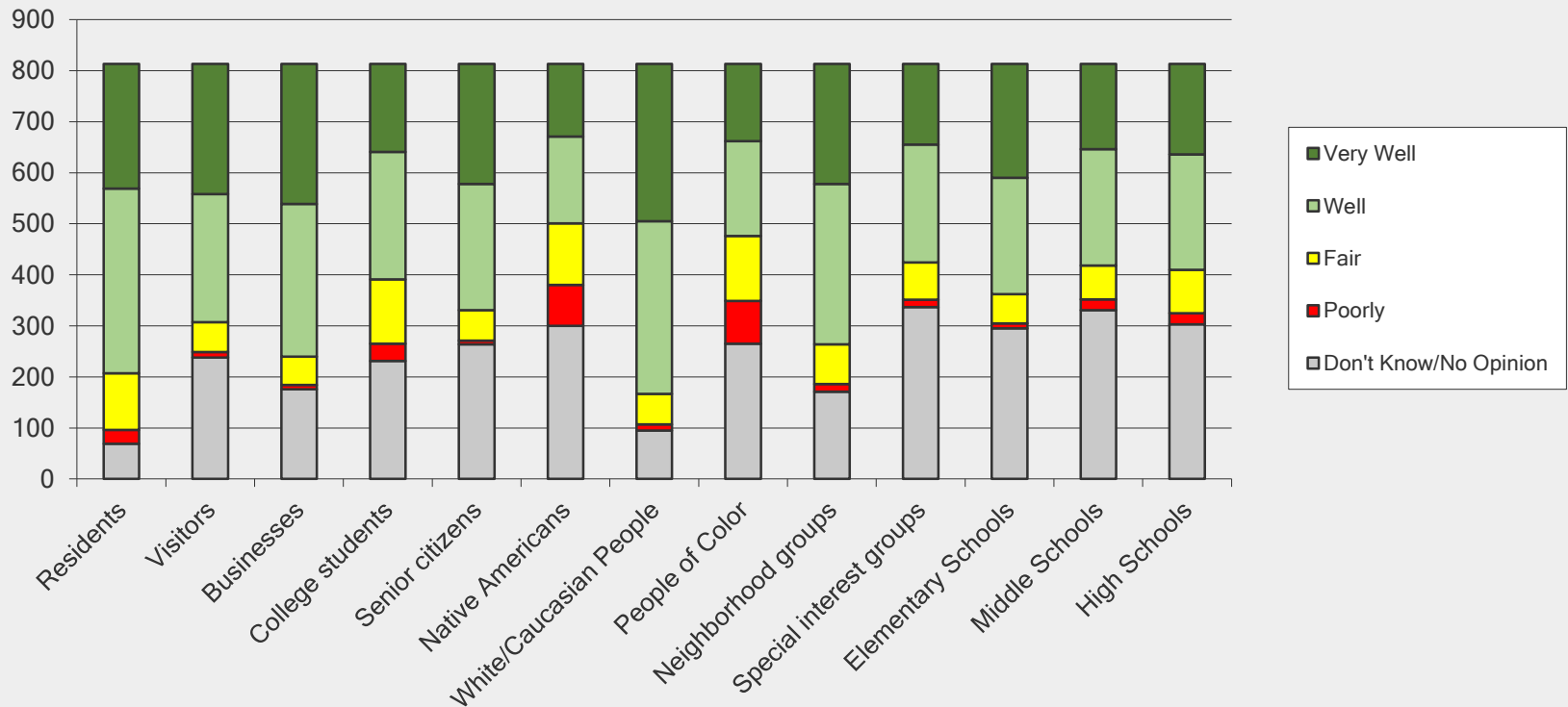


White/Caucasian: What changes in the last few years have improved the department's services the most? (Top 2 identified in red)



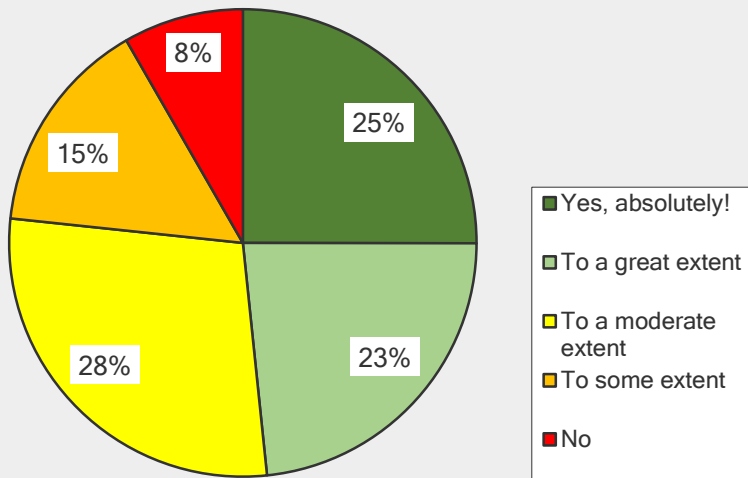
Perception of Treatment

How well do you think that DPD works with the following groups?

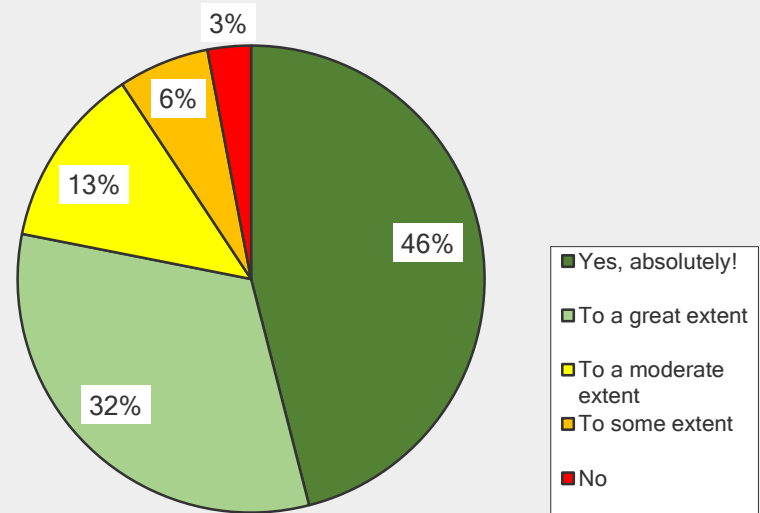


Earned Their Trust?

People of Color: Has the DPD earned your trust and confidence?

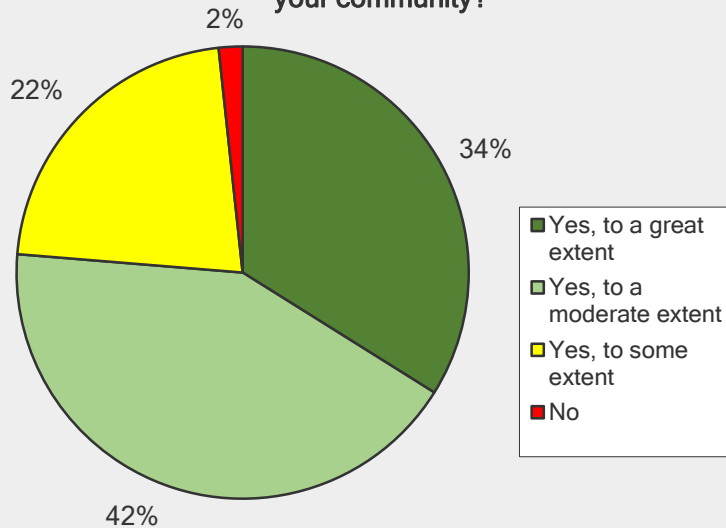


White/Caucasian: Has the DPD earned your trust and confidence?

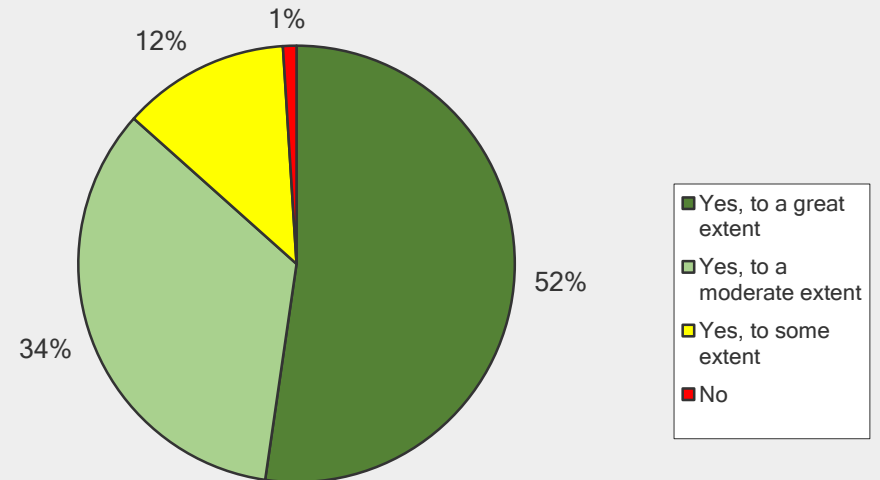


Perceptions on Authority

People of Color: Do you believe that police ought to be allowed to exercise their authority to maintain social order, manage conflicts, and solve problems in your community?

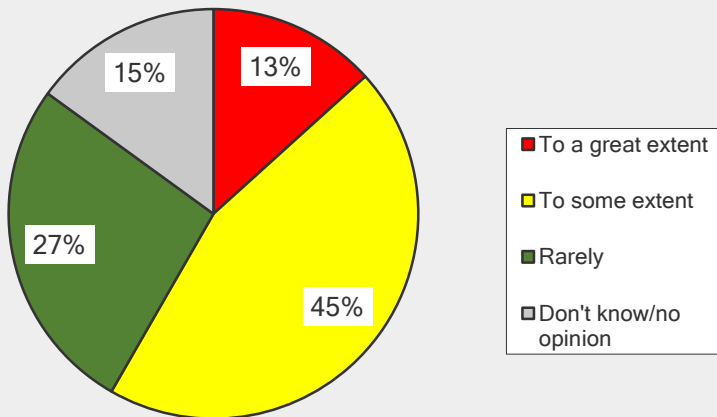


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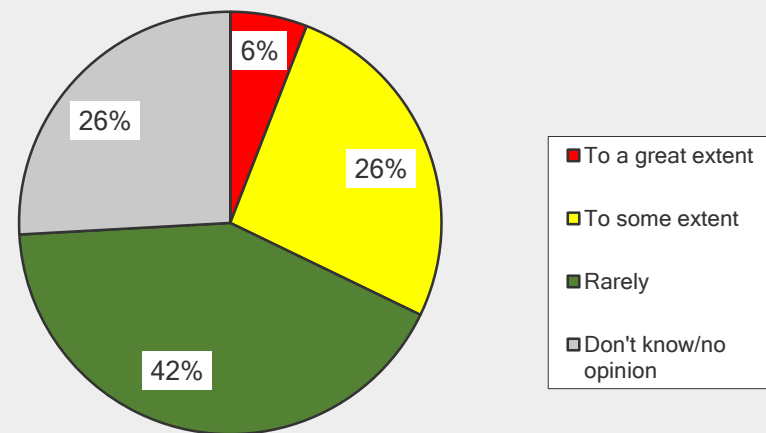


Perception of “Over-Policing”

People of Color: Thinking about the community(ies) you care about, to what extent do you think DPD “OVER” polices? (Means giving a lot more attention and scrutiny to certain groups of people than warranted)

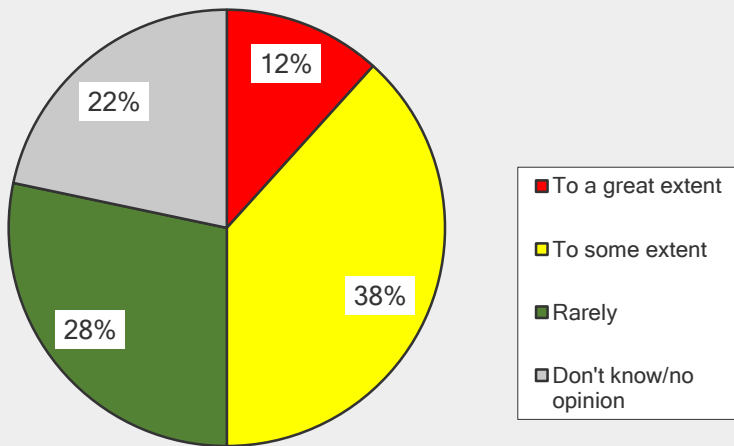


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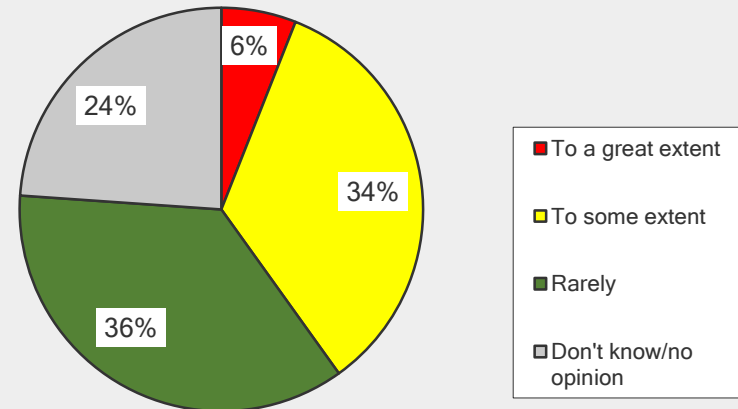


Perception of “Under-Policing”

People of Color: Again thinking about the community(ies) you care about, to what extent do you think DPD “UNDER” polices? (Means paying less attention than otherwise warranted)

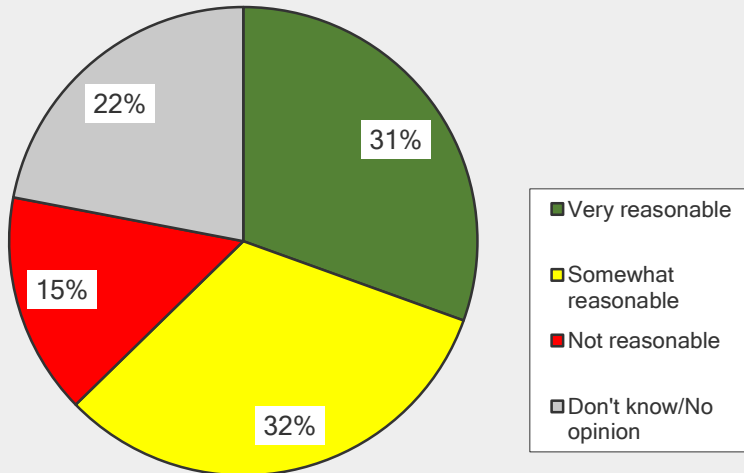


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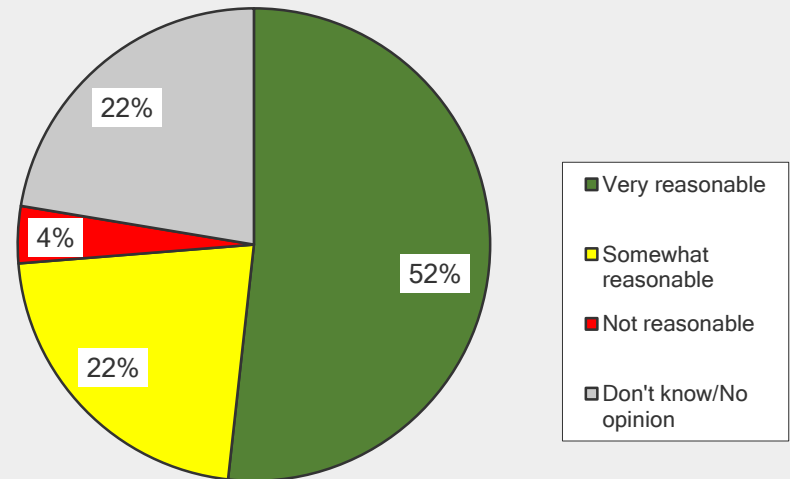


Use of Force

People of Color: In the last three years, when the Duluth Police Department has used force, do you think it was reasonable?

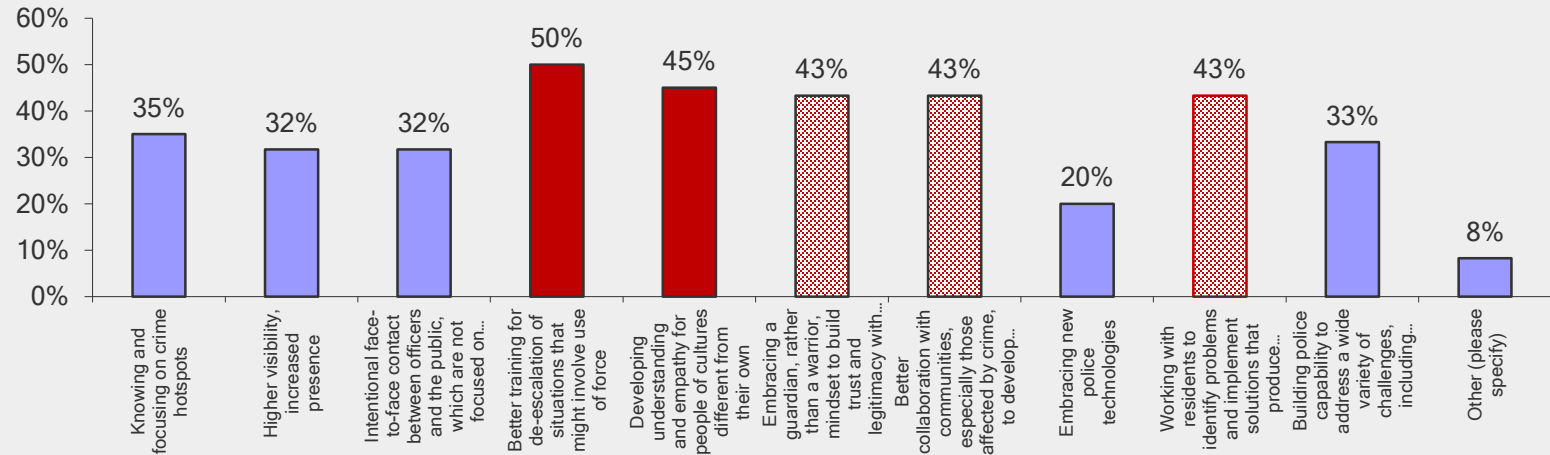


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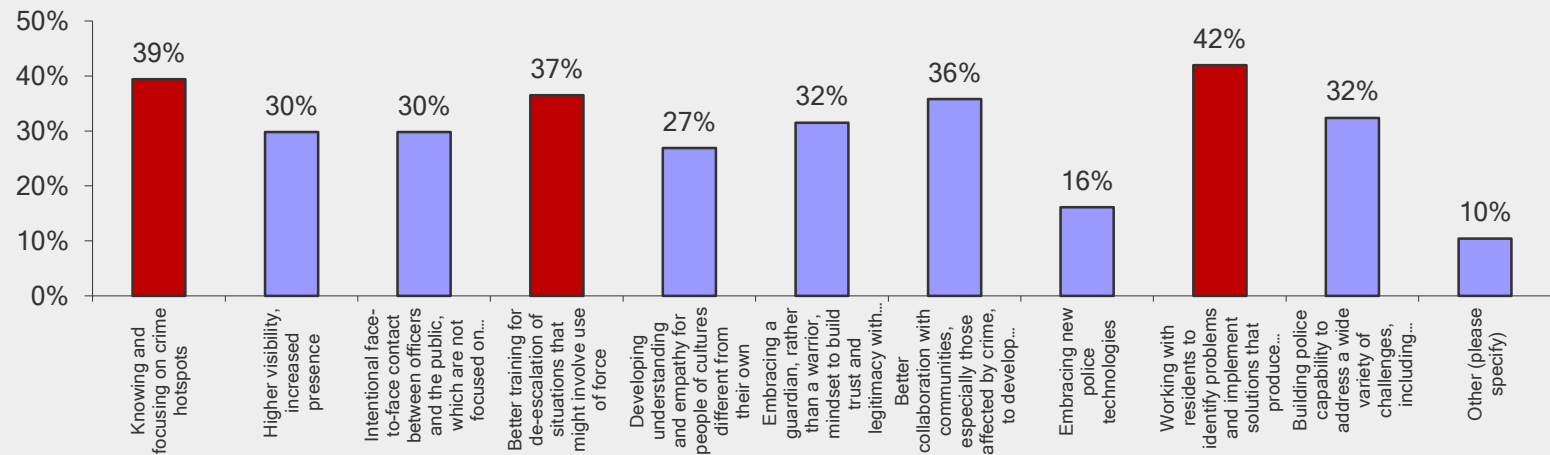


Priorities for Next 3-5 years

People of Color: 21st Century Policing -- Which of the following should be priorities for DPD in the next 5 years? (Top 3 identified in red)



White/Caucasian: 21st Century Policing -- Which of the following should be priorities for DPD in the next 5 years? (Top 3 identified in red)



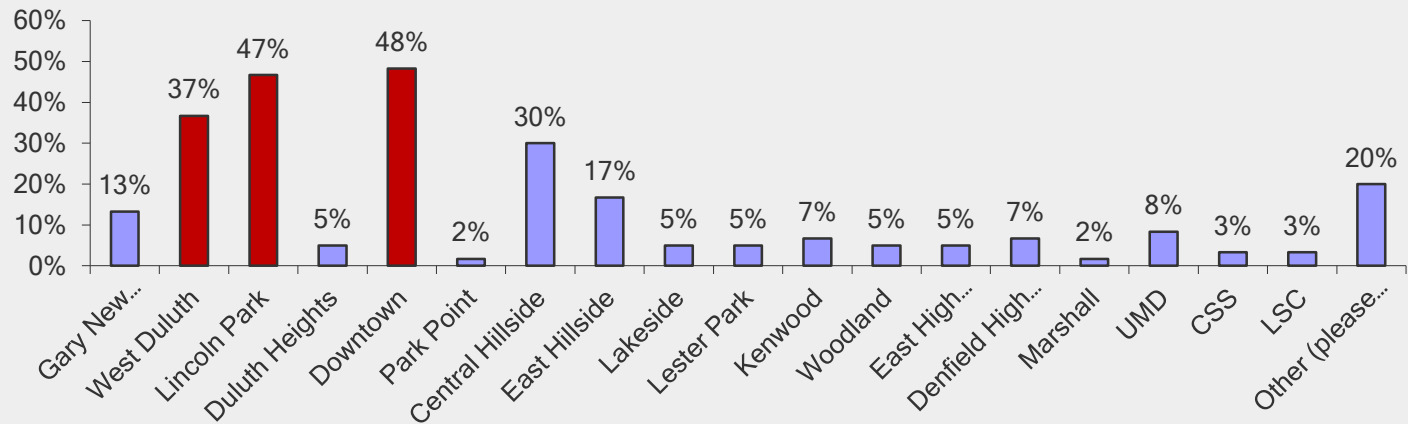
Priorities – Other

88 “Other” – Categories include

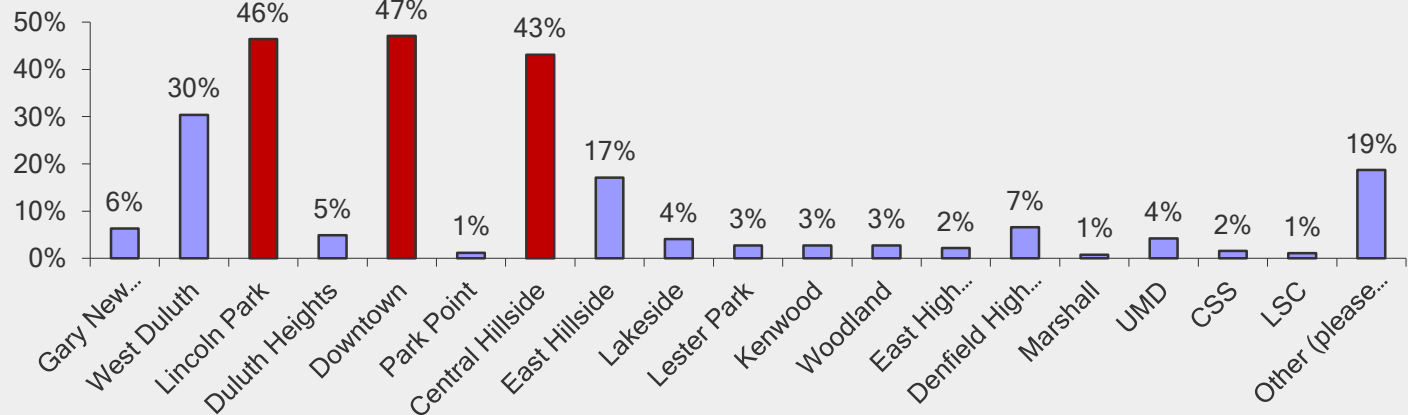
Accountability	Community Engagement	De-escalation techniques	Drugs
Hiring	Let them do their jobs	Lighting and noise	Location dependent (locations listed)
Human trafficking	Mental health	People of color	Respect
Training			

Where to Increase Presence?

People of Color: Where do we most need to increase our presence? (Top 3 identified in red)



White/Caucasian: Where do we most need to increase our presence? (Top 3 identified in red)



Presence – Other

159 “Other” Identified – Categories include

Don't know or no opinion	Crime or drug hot spots	Everywhere	Parks & malls
Focus on better relations	Need LOWER presence		
<i>Specific areas named, including:</i>			
Canal Park/Lakewalk	Clayton/McGee	Downtown	Morgan Park
Piedmont	Skyline Parkway	Schools	Specific Intersections

Anything Else?

225 Comments/813 respondents = 28% response rate!

Comment Categories -- % 225 comments

Good job, thank you! (25%)	No, nothing else (11%)	Suggestions for improvement (12%)	Police staffing (9%)
Patrolling (9%)	Community Relations (8%)	Community Policing (8%)	Dealing with drugs (3.5%)
Racial bias (3%)	Dealing with youth (3%)	Politics (1.7%)	Response time (1.7%)
De-escalation (1%)	Miscellaneous (2%)		

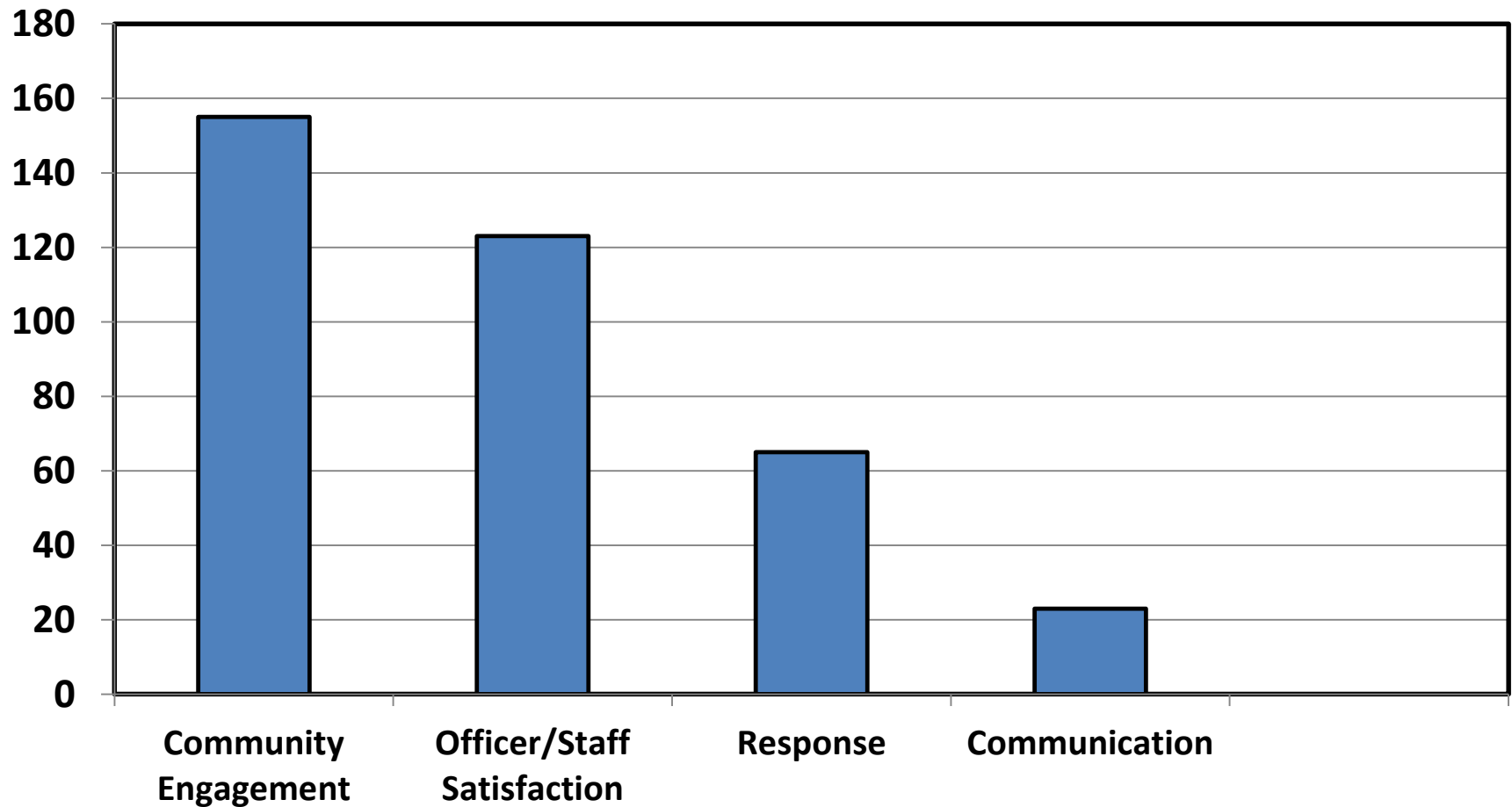
Overview of Community Meeting and Interviews

Our Process

Who We Talked To (255 Participants Overall)

- AICHO and Dabinoo 'Igan
- PAVSA
- CHUM
- DAIP
- First Witness
- Indigenous Commission
- Lifehouse
- Safe Haven
- Neighborhood Youth Services
- Valley Youth Center
- Lincoln Park Boys and Girls Club
- Duluth Lion's Club
- City Councilors
- Canal Park Business Association
- Park Point Community Club
- Morgan Park Community Club
- East Hillside Community Club
- Irving Community Club
- Lakeside Community Club
- Lincoln Park and Harrison Community Club
- Merritt Community Club
- Vintage Acres Community Club
- College of St Scholastica Student Senate
- UMD Student Association
- UMD Chancellor
- ISD 709

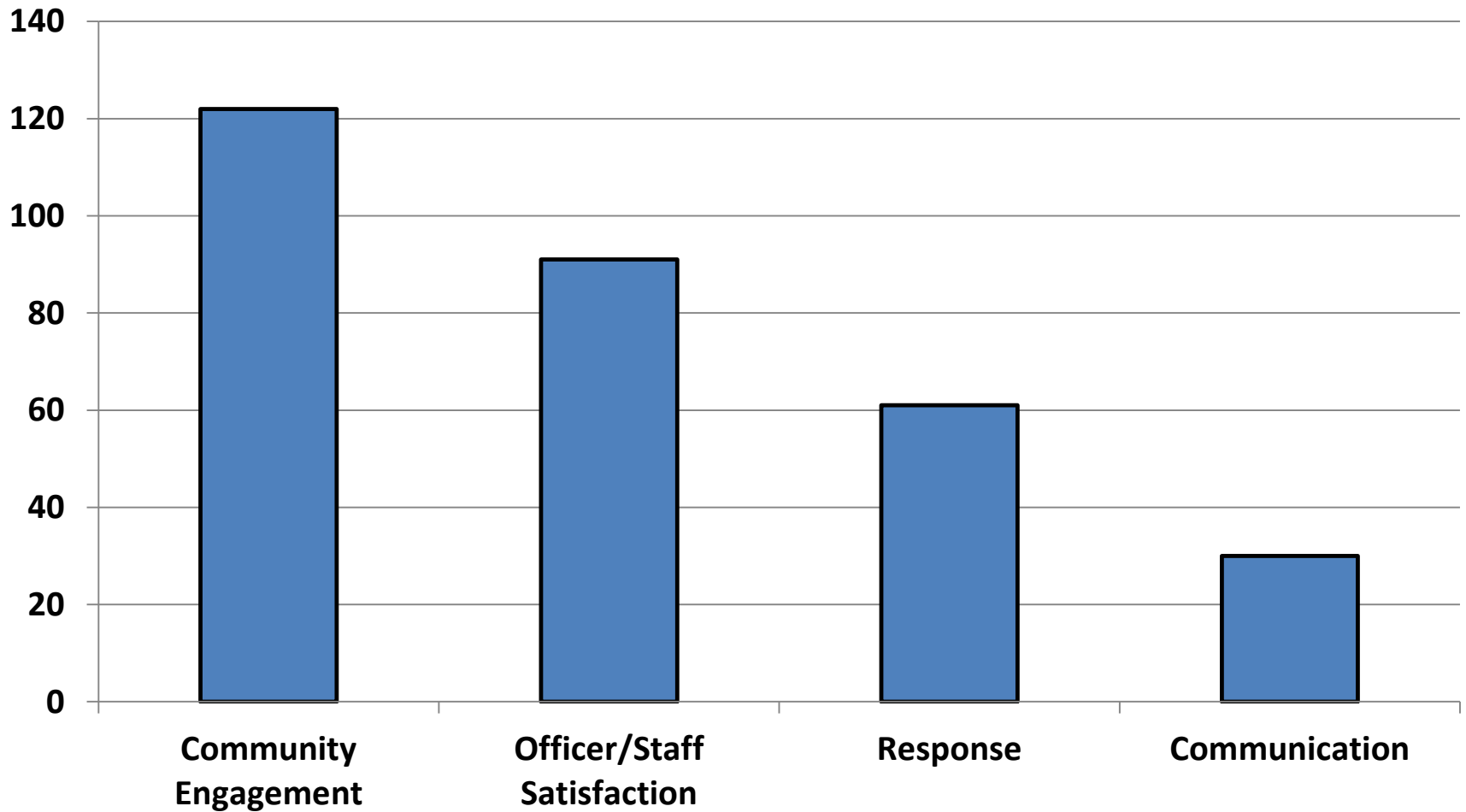
What We Do Well



What We Do Well Quotes

Community Engagement	Officer/Staff Satisfaction	Response	Communication
Good presence at festivals, concerts, etc.	Our people are very well trained	Promptly show up / Assess Situations	They follow-up on issues
Community (business) relations	Respectful, kind, reasonable, understanding, professional and fair	Maintains good overall protection of people and property	Communicate well through social media
Taking the time with older kids to listen and build rapport	De-escalation and having a better response to mental health issues	Good domestic violence response	Newspaper articles about status of what is going on in Duluth is informative
Offering SRO's in our schools is, in my opinion, one of the best things that could be done for, "preventative maintenance" in our community.	Advocates have noted officers, "going the extra mile to check up on victims after the arrest."	New action of completing reports within 24 hours	DPD does a good job in being transparent with their plans and strategies

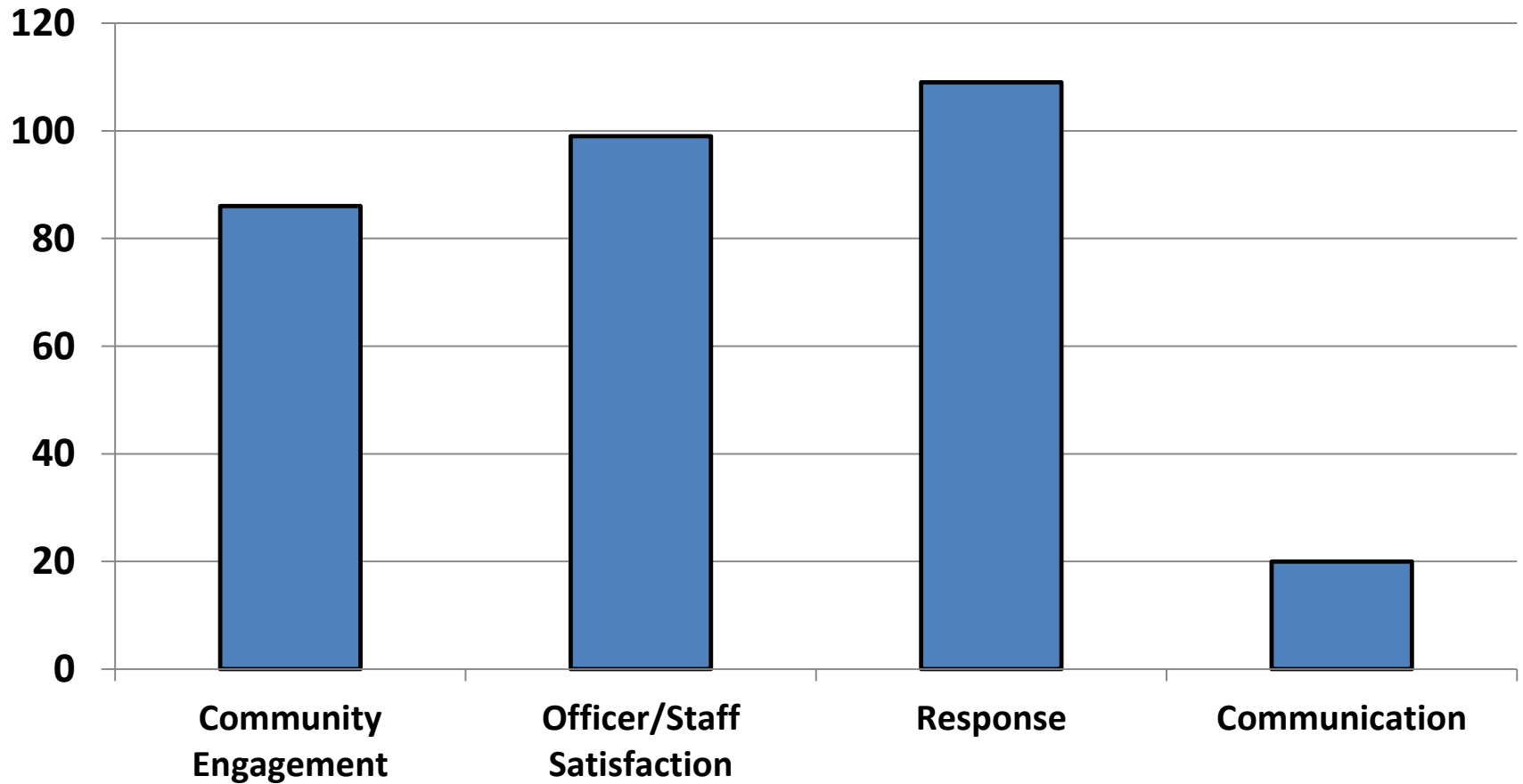
What We Could Do Better



What We Could Do Better Quotes

Community Engagement	Officer/Staff Satisfaction	Response	Communication
Foster better relationships with youth and the homeless population/those in poverty	Implicit bias by officers. Need more department training in this area to provide equitable services and treatment of all community members	Quicker response time	Taking time to explain situation-smooth things over (maybe a community officer)
Need community officers back in neighborhoods	Hold officers more accountable for their actions	Enforce texting and driving violations	Communicate back to RPs no matter what type of call it was
Put more trust in citizens wanting to help	Would like to see overall staffing increased to help with call load, response time and visibility	Follow through better on property damage or car prowls/burglaries. In most cases nothing is done beyond filing a report	Educational announcements/resources put out the to the community
Seem to be issues relating to racial discrimination and this could be addressed by having a better presence at events and could have a positive impact by showing you care	Work on hiring a more diverse workforce (both civilian and sworn)	It seems shoplifting has increased and when called, it most often takes too long to get someone to trespass in person	Better follow-ups with 911 calls

Expectations



Expectations Quotes

Community Engagement	Officer/Staff Satisfaction	Response	Communication
Make citizens feel safe	Efficiently use resources	Arrest violators	Honest Communication
Keep building trust and relationship with the community	Be approachable and available	Keep our citizens safe	Call citizens back regarding non-emergency situations
Support in the schools when illegal and or dangerous situations arise	Safety by any means you feel necessary	Enforce the law and protect people	Help educate the public so that they are safe from danger, theft and illegal acts
Expect our force to be more proactive and engage in more community outreach	More training in cultural competency and implicit bias	Protect and serve; make the area feel safe for citizens	Educate on ways we can assist with the day to day policing of our own neighborhood
Continue to lead, adapt and connect with the community in ways that make us all safer and impact the community in positive ways.	Demonstrate respect for individuals who have been victimized regardless of their status, gender, race, mental/emotional state		